

Fig. 1

Sampling Time Periods		
Upload Period	Entry Period	Sample Period
1 day — 208a 10 minutes 208b	1 hour — 206a 1 minute — 206b	1 minute — 204a 10 sec — 204b
202a — 202b —	208 — 206 —	204 —

Fig. 2A

Data Acquisition Methods				
IBM AIX	Solaris	HP UX	Linux	Windows
Virtual Device (/dev/kmem)	/proc virtual filesystem → 216	Ioctls to device drivers ↘ 220	Ioctls to device drivers ↘ 224	Registry ↘ 42
System Calls	System calls ↗ 218	System calls ↗ 222	System calls ↗ 226	System calls ↗ 222

Fig. 2B

210a

210b

210c

210d

210e

234

Threshold < 75% — 270
Tolerance < 40% — 272

CPU Usage

	> Threshold (75%)	< Threshold (75%)
< Tolerance (40%)	<p>278a</p> <p>CPU Usage was a <u>problem</u> as the average usage was sometimes above 75%. 280a</p> <p>However, the average usage was above 75% for only 40% of the monitored period</p>	<p>278</p> <p>CPU Usage was not a problem as shown in the graph below, with its average usage not exceeding 75%</p>
> Tolerance (40%)	<p>278b</p> <p>CPU Usage was a <u>problem</u> as the average usage was sometimes above 75%. 280b</p> <p>The average usage was above 75% for more than 40% of the monitored period</p>	<p>276</p>

274

Fig. 2D

Data Collected

- 240 { CPU Usage
 User Mode (usr) — 240a
 System Mode (sys) — 240b
 Idle Time (idle) — 240c
 Waiting for I/O (wio) — 240d
 Process Queues
 Run Queue — 242b
 Blocked Que — 242a
- 244 { Memory Usage
 Total Active Memory (avm) — 244b
 Free Memory (fre) — 244a
 Paging Rate
 Page-Ins per second (pi) — 244c
 Page-Outs per second (po) — 244d
- 246 { Disk Usage
 Disk Bandwidth (tm_act) — 246a
 Transfers per second (tps) — 246b
 Read Counter — 246c
 Write Counter — 246c
- 248 { Network Usage
 Transmissions per second (tx) — 248a
 Receptions per second (rx) — 248b
 Transfer Errors per second (to) — 248c
 Receive Errors per second (ro) — 248d
- 250 { Resource Usage for Each Process
 Memory — 250a
 I/O — 250b
 CPU — 250c
- 252 — Paging Space Occupancy
- 254 — File System Occupancy
- 256 — Logical Drive Occupancy

239a
CPU Version
Clock rate — 239b
OS Version — 239c
OS Version Release — 239d
OS Maintenance Level — 239e
OS Patch Level — 239f

Invent 239

Fig. 2c

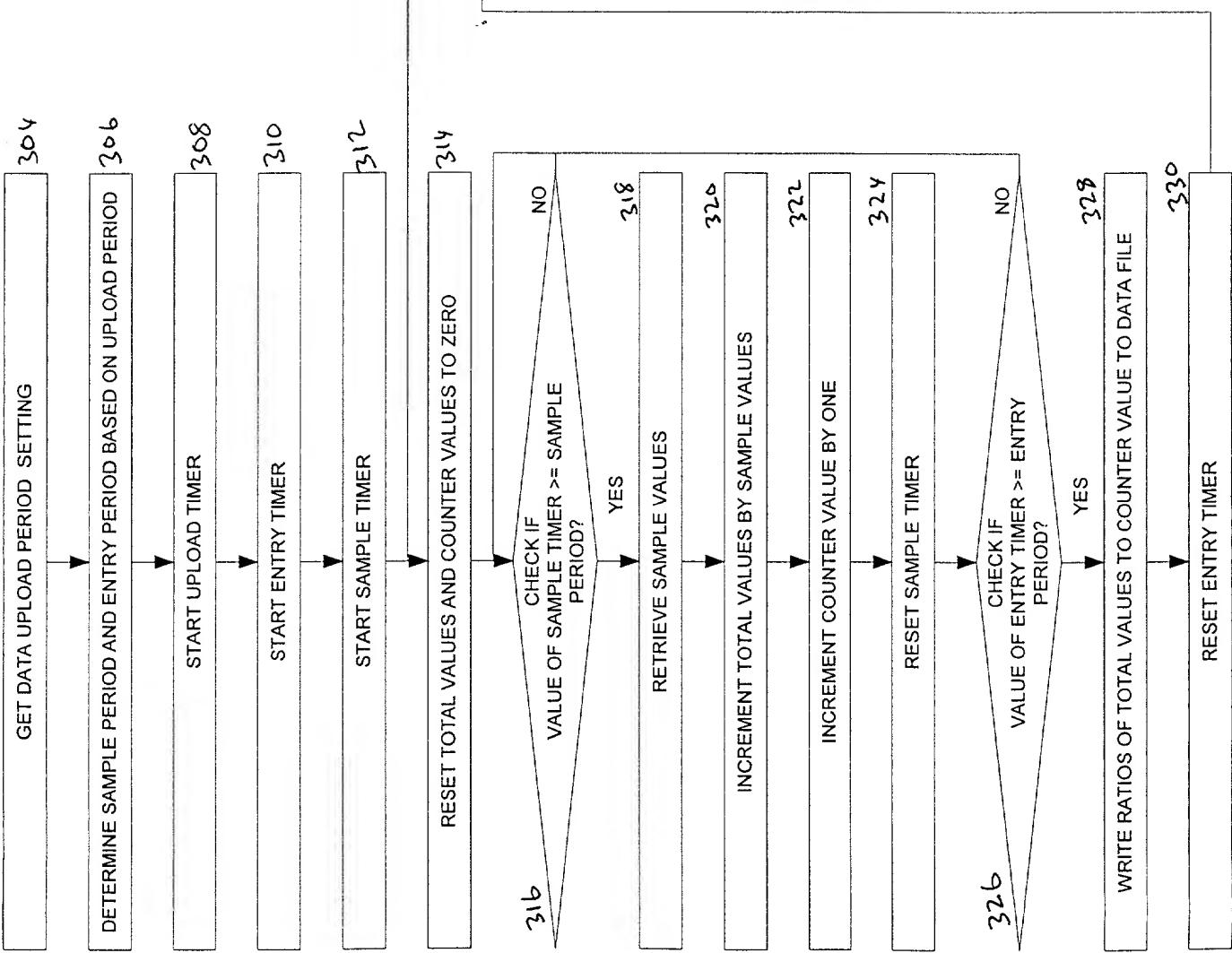


Fig. 3

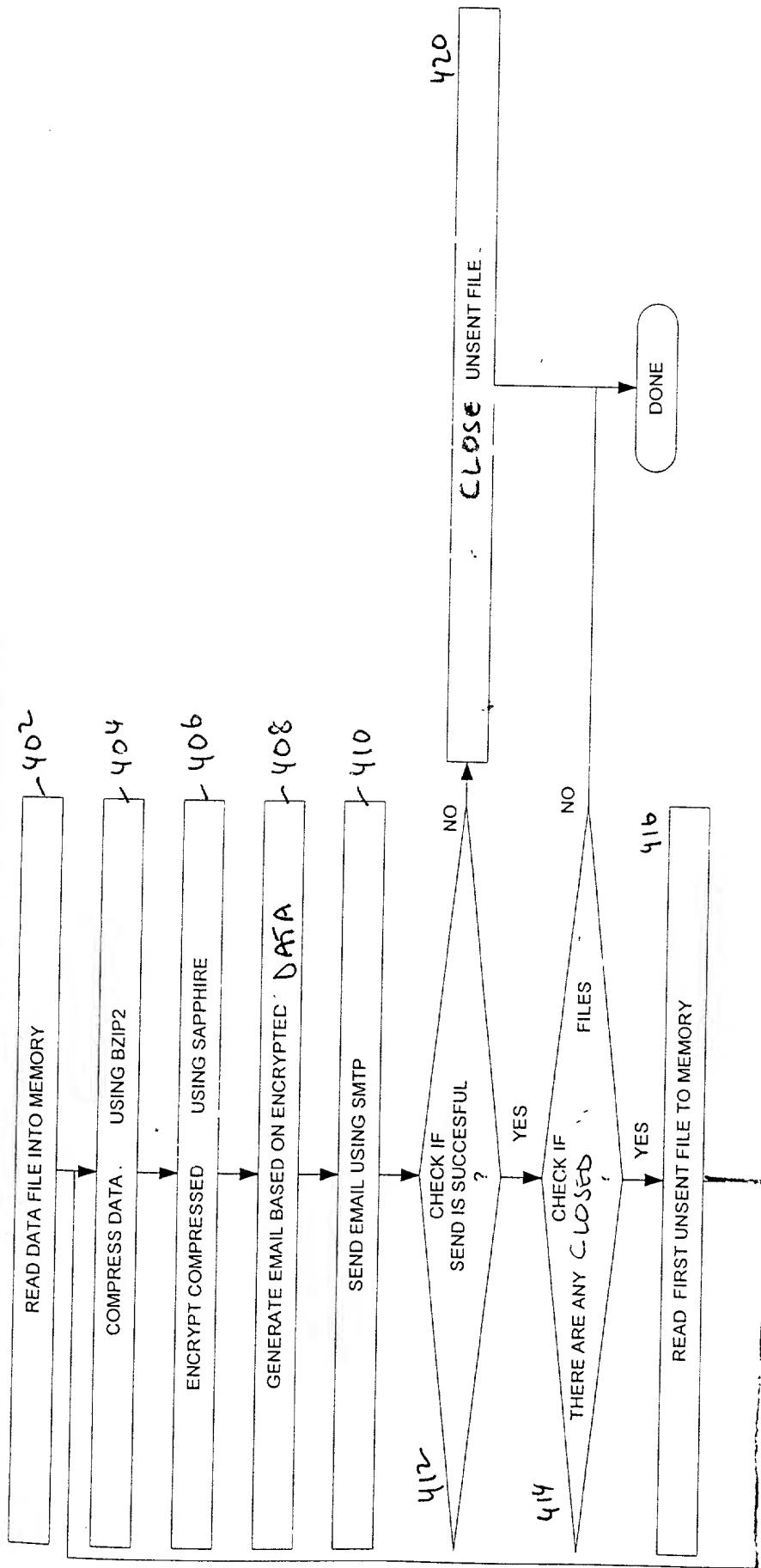


Fig 4

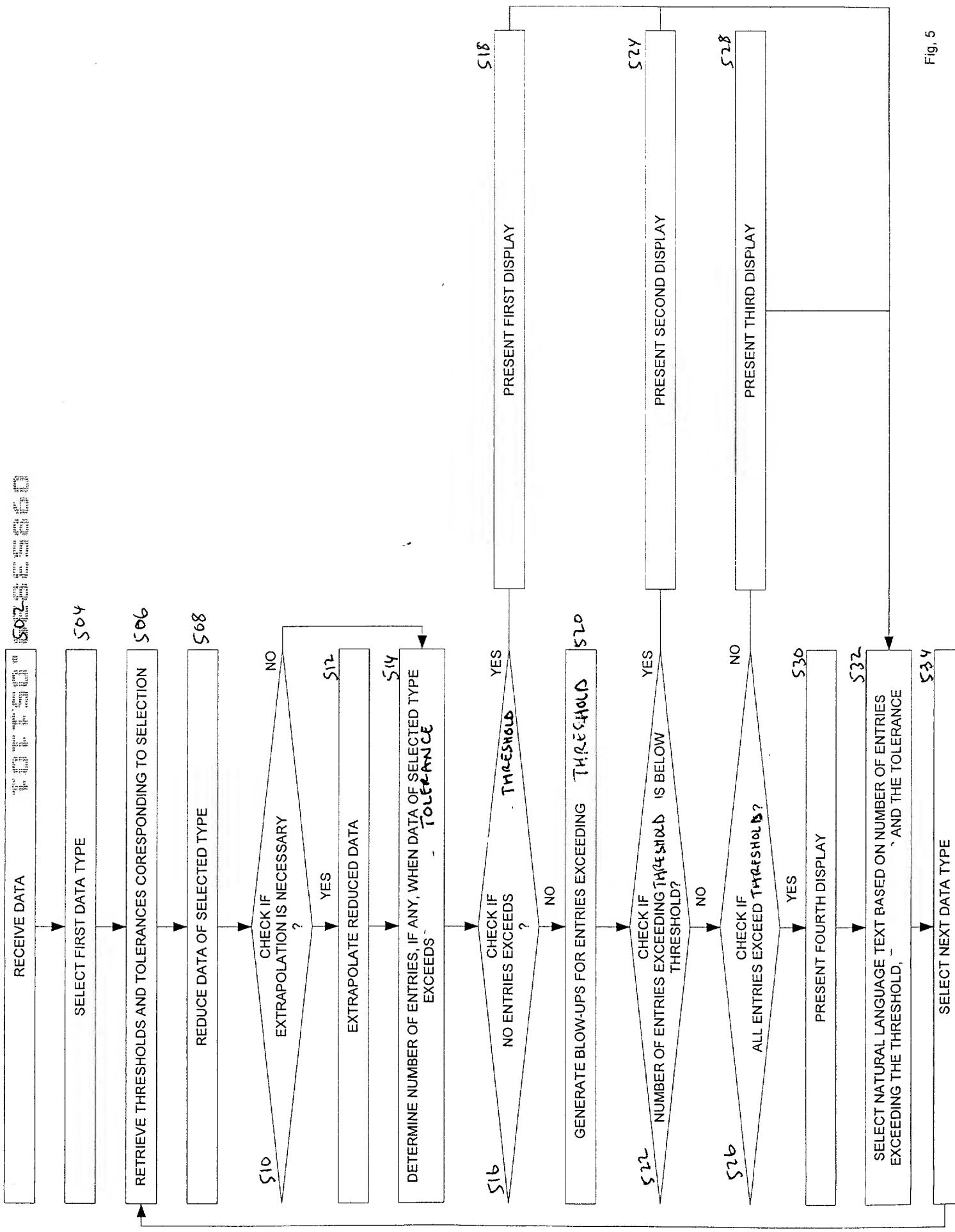


Fig. 5

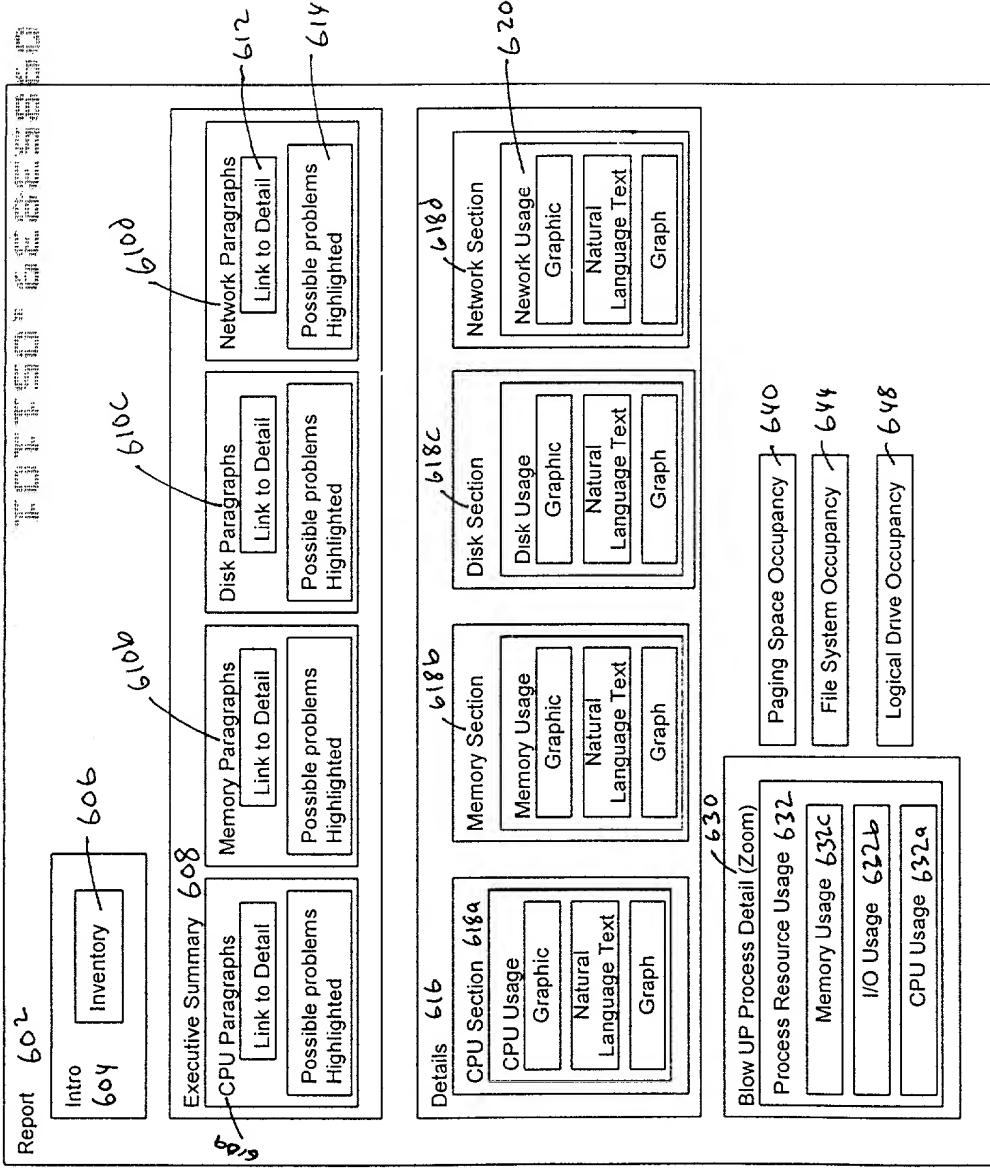


Fig 6

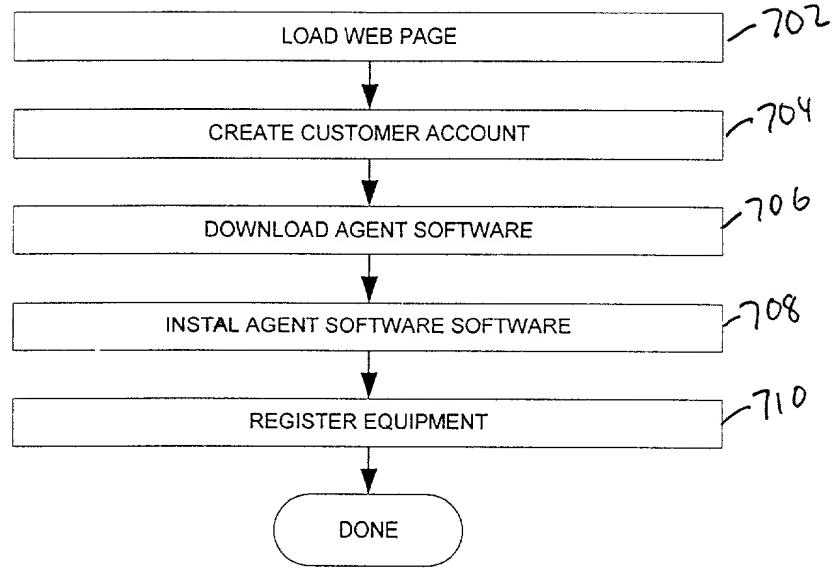


FIG. 7

802

Automatos - The Automatic MSP (Management Service Provider) - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Mail History Favorites

Address: http://www.automatos.com/en/

Capacity Wizard Management Service Provider

planning the future
of your
environment

THE COMPANY SERVICES DOWNLOAD CONTACT US

NEW!

AUTOMATOS THE AUTOMATIC MSP

806

808

809

MSP!

An MSP provides management services to IT systems and electric devices through the internet.

X-Ray Report

The X-Ray Report presents conclusive information, in natural language telling you what's going on with your server.
» see example

New Clients

Banco Santander

Submarino

Detalhos OCOM

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http://www.automatos.com/en/company/clientes.html

Internet

Fig. 8

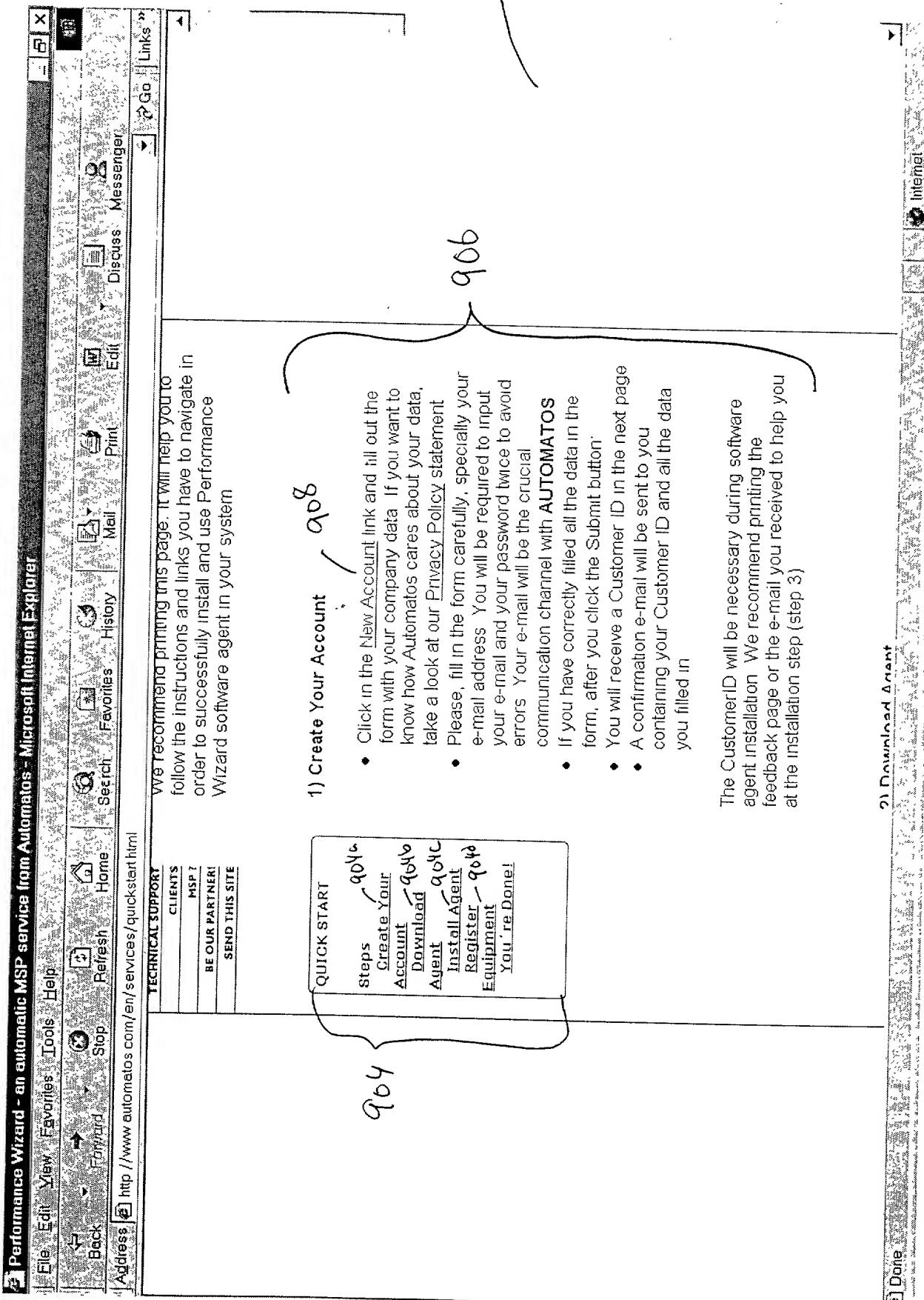
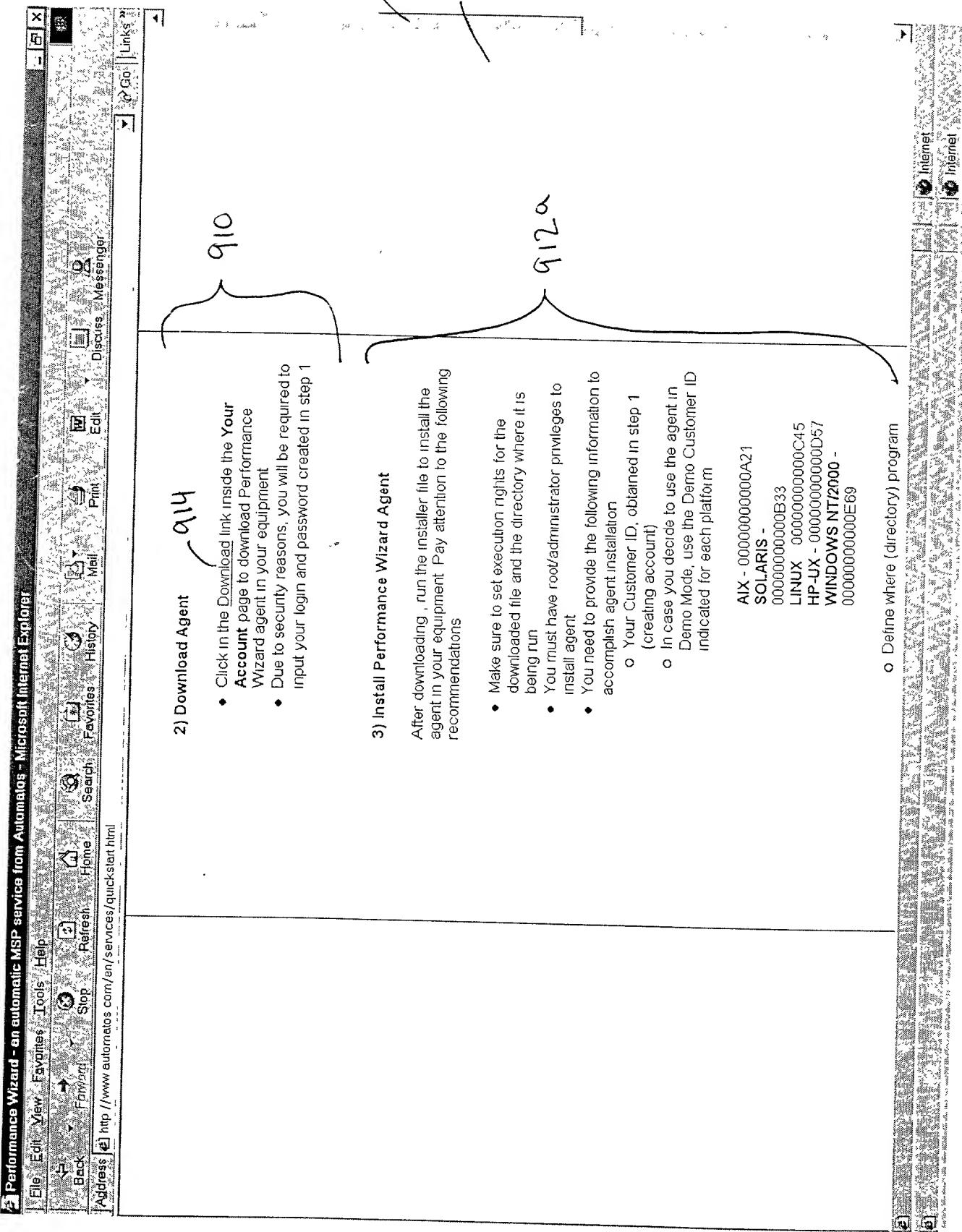


Fig. 9

Fig. 10



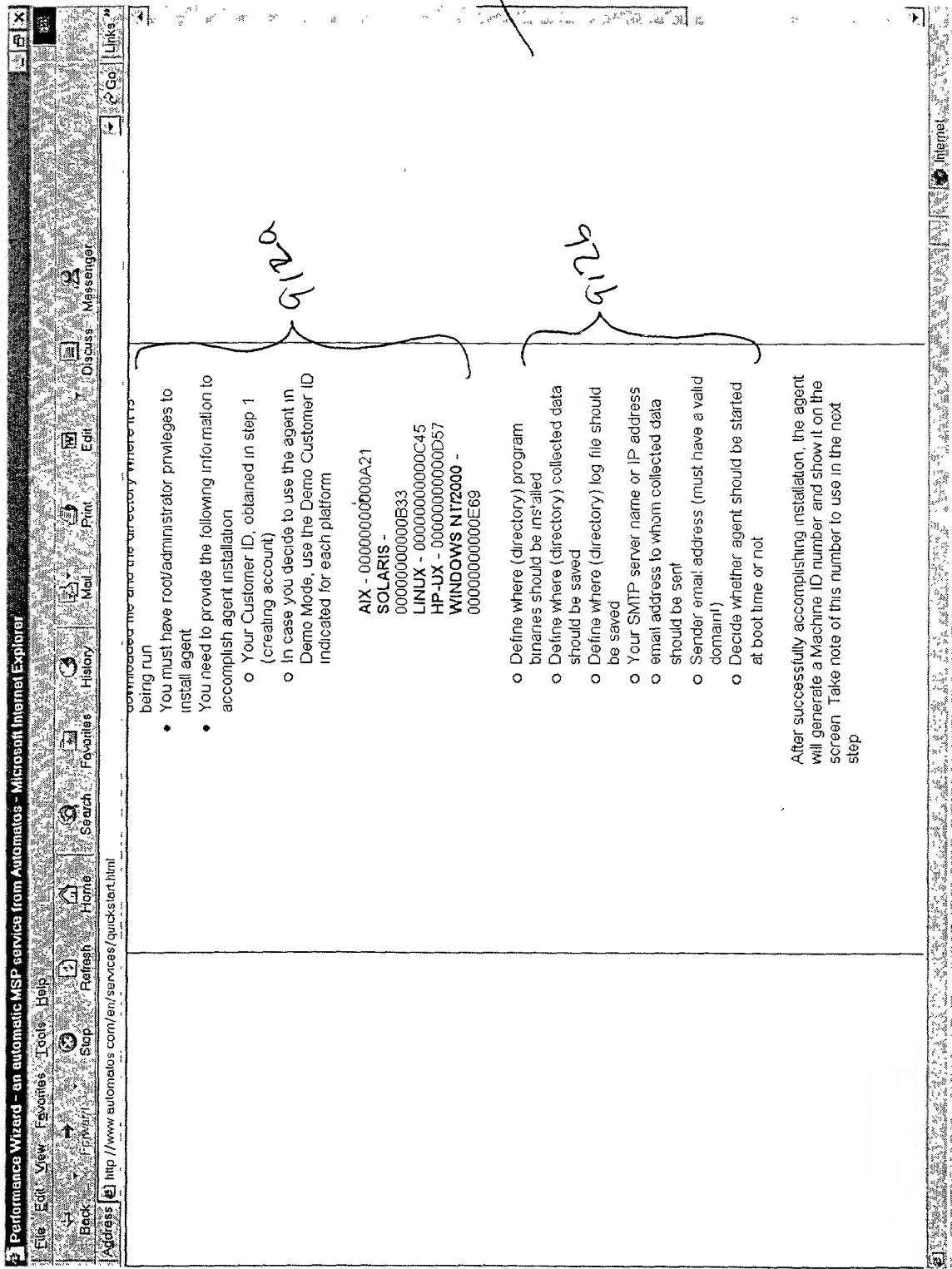


Fig. 11

Fig. 12

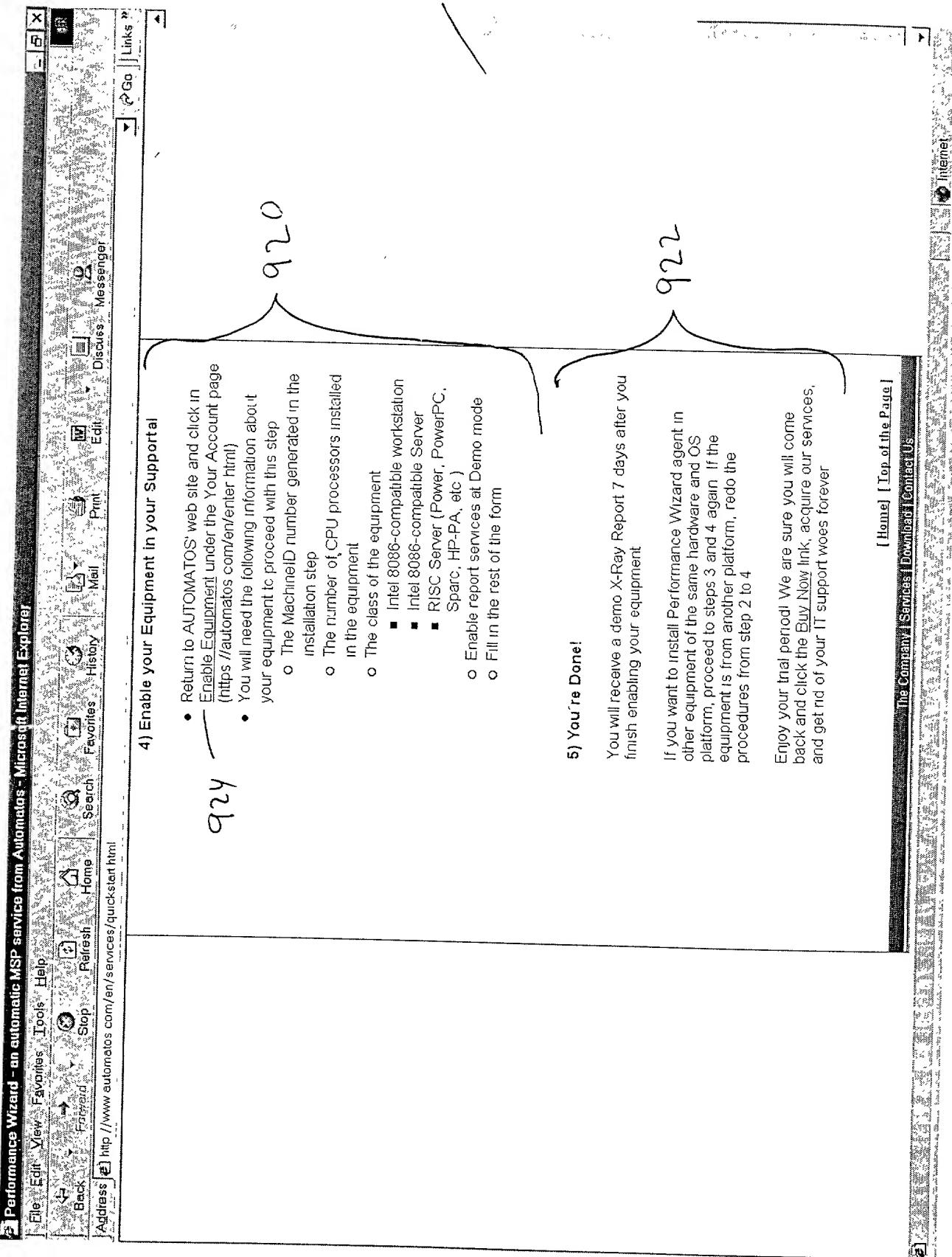


Fig. 13

Availabilty of Automatos' MiSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Mail Favorites History

Address: http://www.automatos.com/en/services/register.html

PERSONAL DATA

Salutation (Mr., Mrs., Dr., etc., if applicable) 1302

First Name 1304

Last Name 1306

Which job title best applies to you? 1308

Click to select

Which option best describes your department? 1310

Click to select

How did you hear about AUTOMATOS? 1312

Click to select

Choose the language of your preference. 1314

English

This language will be the main language used in reports and e-mail sent by Automatos

If you don't make any choice, english will be used by default

[Top of the Page]

COMPANY DATA

Fig. 14

Availability of Automatots' MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Messenger

Address: http://www.automatots.com/en/services/register.html

COMPANY DATA

Company Name (if applicable): 1320

* Address: 1322

* City 1324 State 1326

* Zip 1328 * Country 1330
United States

* Area Code 1334

1332

Fax 1336

Company Industry 1338

[Click to select] 1338

How many employees in entire company? (if applicable)
[Click to select] ~ 1340

How many servers in entire company?
[Click to select] 1342

How many server pools in entire company?
[Click to select] 1344

[Top of the Page]

Done

1300b

Fig. 15

Availability of Automatos' MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search History Favorites Mail Disques Messagerie

Address http://www.automatos.com/en/services/register.html

LOGIN DATA

*e-mail: 1350

This e-mail will be the main communication channel between you and AUTOMATOS
Enter one only email!

*Confirm your e-mail to avoid errors / 1352

* Choose an Account Login Name: 1354

* Choose a password: 1356

* Confirm password: 1358

Write down a Password retrieval question.
It will be used to identify you to help you get your password back in case you forget it.

1360

Ex: What's your mother's maiden name? What's your favorite dish?

Answer to password retrieval question / 1362

1364

Yes, I would like AUTOMATOS to send me offers and information by email

[Top of the Page]

[Done]

The screenshot shows a Microsoft Internet Explorer window with the title 'Availability of Automatos' MSP Services - Microsoft Internet Explorer'. The menu bar includes File, Edit, View, Favorites, Tools, and Help. The toolbar includes Back, Forward, Stop, Refresh, Home, Search, History, Favorites, Mail, Disques, and Messagerie. The address bar shows the URL 'http://www.automatos.com/en/services/register.html'. The main content area contains a 'LOGIN DATA' form with several fields. Handwritten answers are written over the form fields:

- *e-mail: 1350
- *Confirm your e-mail to avoid errors / 1352
- * Choose an Account Login Name: 1354
- * Choose a password: 1356
- * Confirm password: 1358
- Write down a Password retrieval question.
It will be used to identify you to help you get your password back in case you forget it.
1360
- Ex: What's your mother's maiden name? What's your favorite dish?
1362
- Answer to password retrieval question / 1362
- 1364
- Yes, I would like AUTOMATOS to send me offers and information by email

At the bottom right of the page, there are links for '[Top of the Page]' and '[Done]'.

Fig. 16

Availability of Automatos' MSP Services - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss Messenger

Address http://www.automatos.com/en/services/register.html

Links Go

1300

Write down a Password retrieval question.
It will be used to identify you to help you get your password back in case you forget it.

Ex: What's your mother's maiden name? What's your favorite dish?

Answer to password retrieval question _____

Yes, I would like AUTOMATOS to send me offers and information by email

If you have correctly filled all the data above, after you click the Submit button below

- You will receive a CustomerID in the next page
- A confirmation e-mail will be sent to you containing CustomerID and all the data filled above

The CustomerID will be necessary during software agent installation. We recommend printing the feedback page or the e-mail you've received to help you install the agent.

1372

Submit Clear

1370

[Top of the Page] [Home] [Top of the Page]

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Internet

Fig. 17

http://www.automatos.com/en/services/regform.html - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites Mail History Print

Address: http://www.automatos.com/en/services/regform.html

Links Go

THE COMPANY SERVICES DOWNLOAD CONTACT US

Management Service Provider

NEW ACCOUNT

BUY NOW | NEW ACCOUNT | What is MSP? | Contact Us

You have successfully created your account

Your Customer ID is 00161700036413 ~ 1702

A confirmation e-mail was sent to the e-mail address you defined

The next step to use Automatos' Services is
Downloading agents ~ 1703

You will have to use the login and password you have just created to access this page

! WARNING

If you are accessing this home page using Internet Explorer running on any Windows 2000 platform you must have Service Pack 1 installed or else you won't be able to login. The Service Pack 1 is available for downloading at the link windowsupdate.microsoft.com

Home | Top of the Page | The Company Services Download Contact Us

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Done

1700

1701

1702

1703

1704

Fig. 18

AUTOMATOS INC. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Favorites History Search Mail Discuss Messenger

Address bar: http://www.automatos.com/en/services/download.html

The AUTOMATIC Management Service Provider

DOWNLOAD

Click in the links below to download any Automatos' monitoring agent you need. The agents are available in installation packages for each covered platform.

Most of the packages include a step-by-step documentation. Anyway, we recommend you to print and carefully read the READMEs guides for the UNIX and Windows platforms available immediately below to help you install the agent easily and successfully.

UNIX README → 1862a

WINDOWS README → 1862b

If you are not an Automatos registered customer yet, you may use a temporary Demo Customer ID prompted during the installation process. Check in the README files or the Quick Start session for more details.

→ 1800a

Performance Wizard Agents

Windows NT/2000 Platform:

NT Installers

HTTP Download

- perfmz-2_3_1.0-.en.exe 1845094 bytes

Internet

Done

Fig. 19

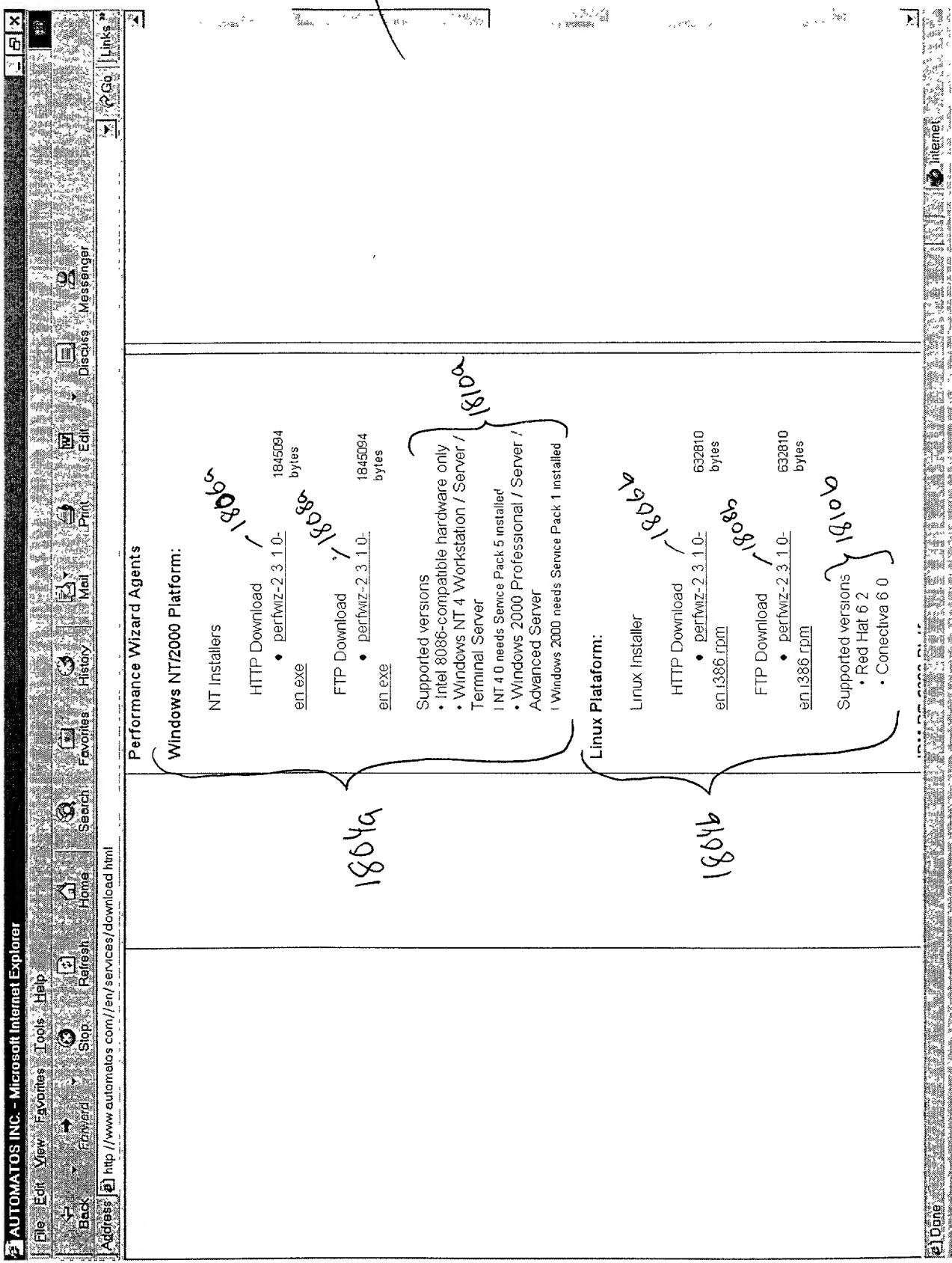


Fig. 20

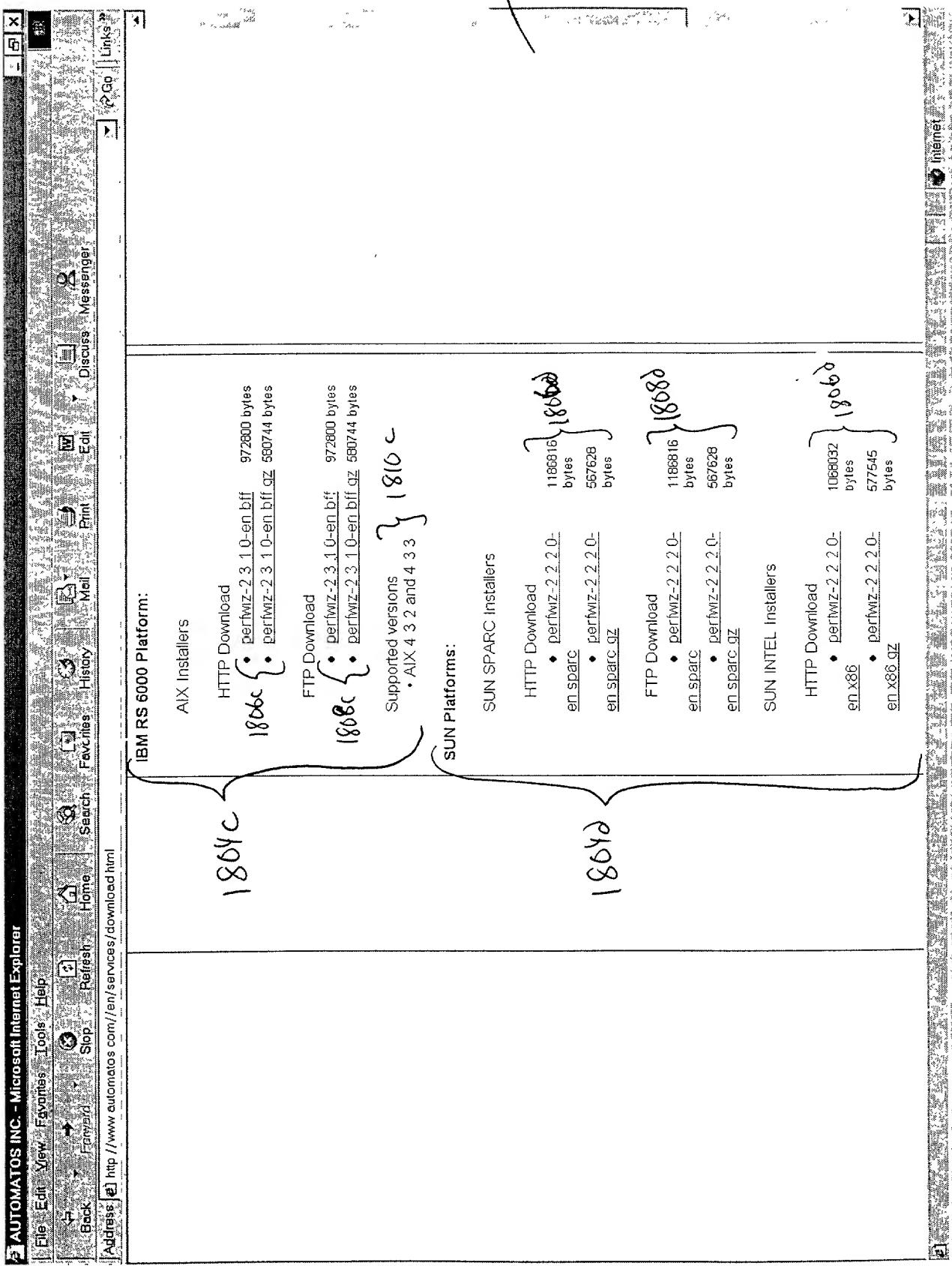
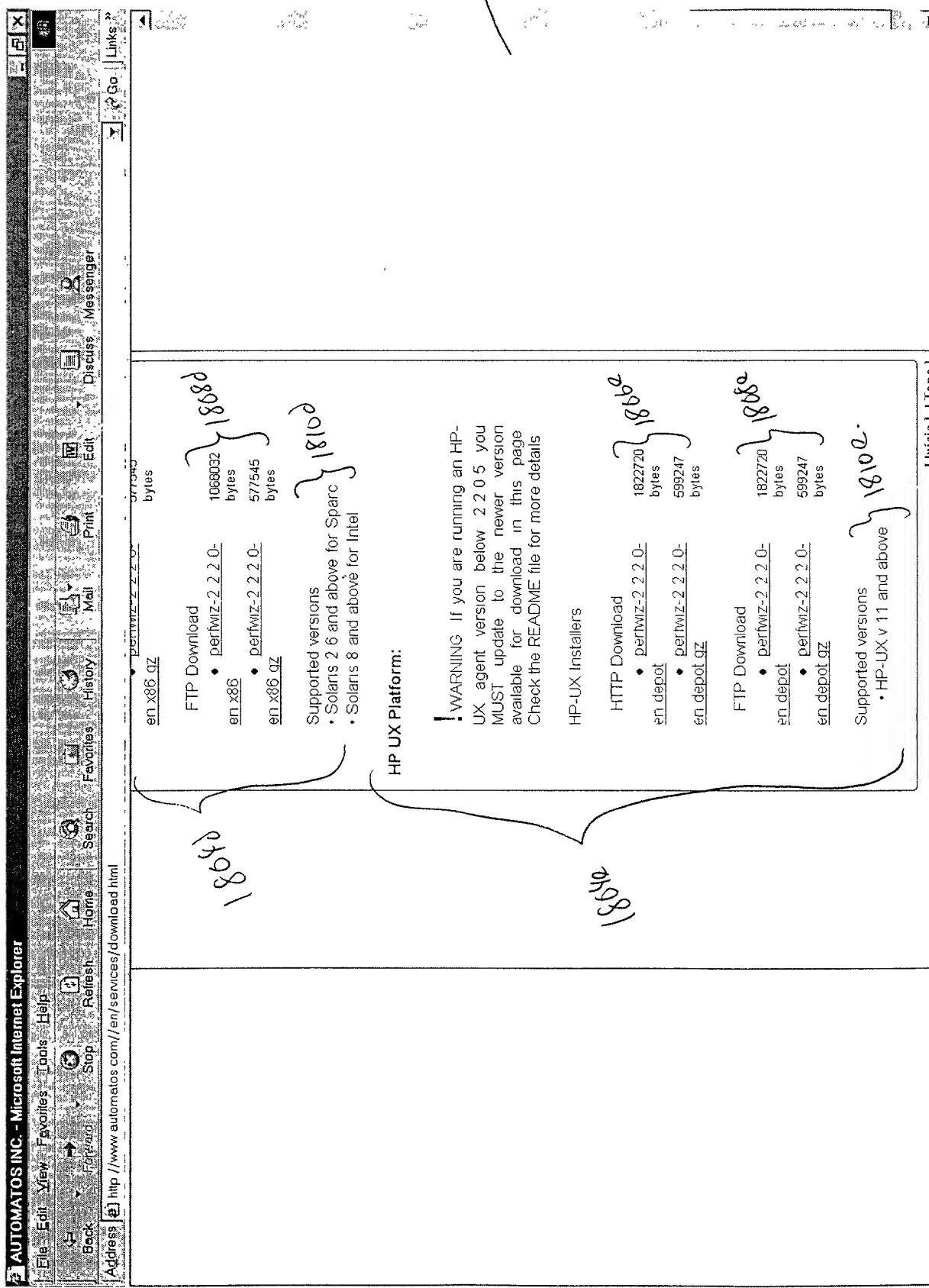


Fig. 21



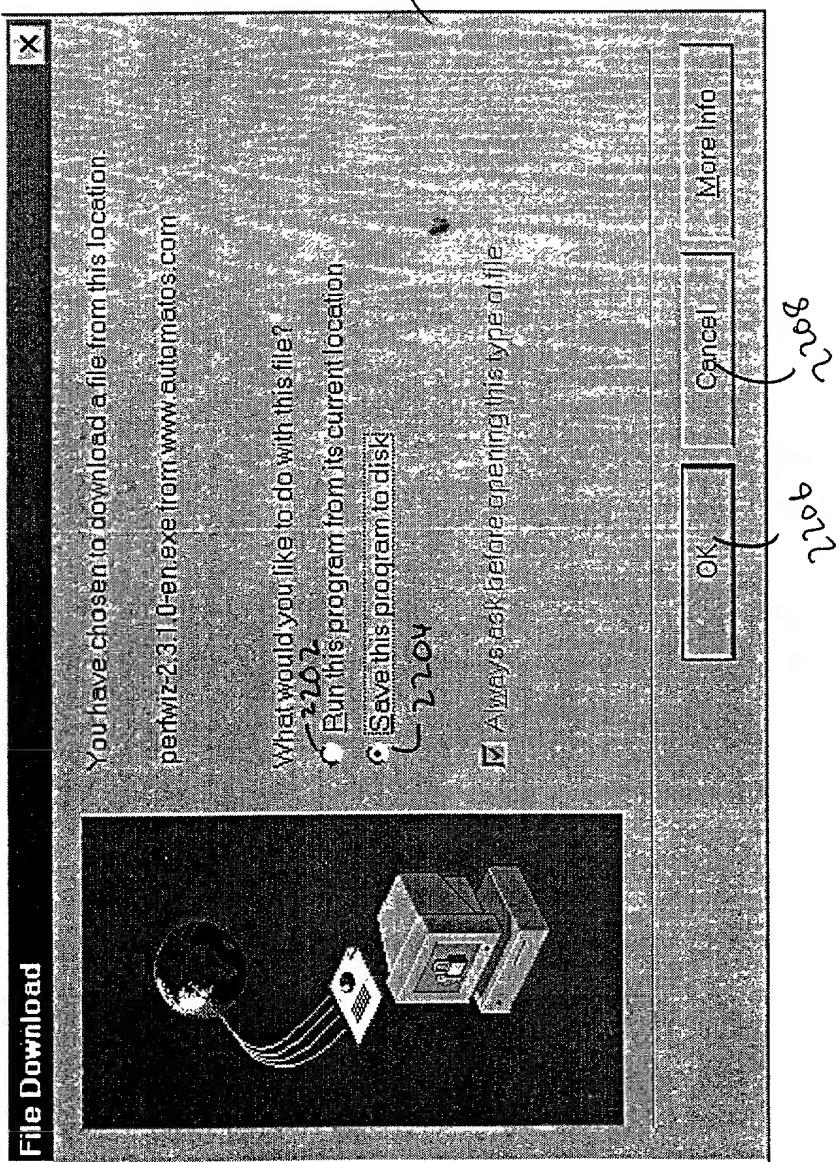


Fig. 22

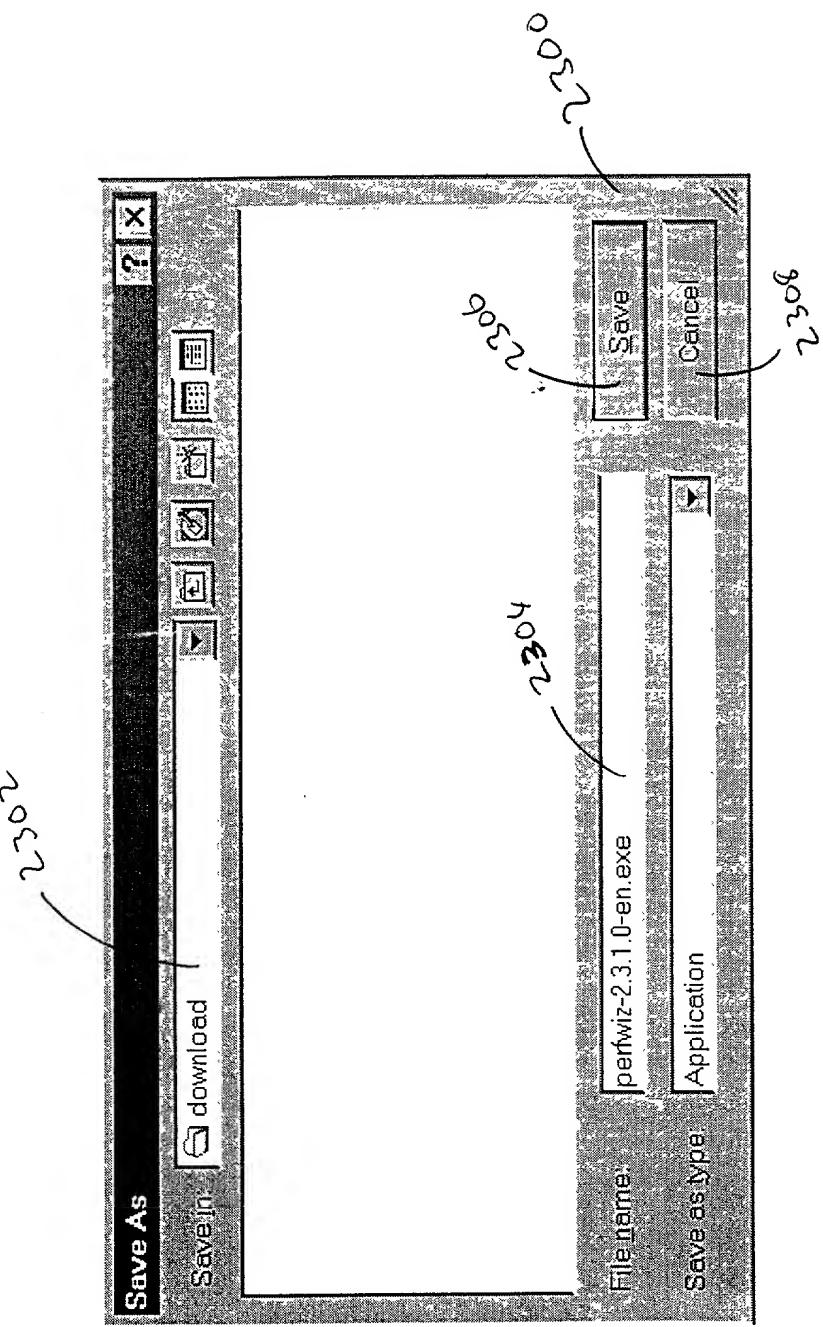


fig. 23

Performance Wizard

Welcome to Automatos' Performance Wizard
Instalation

Performance Wizard version 2.3.1.0 will be installed on your
computer. To continue, click Next.



2400

2404

2406

< Back

Next >

Cancel

Fig. 24

Performance Wizard



CustomerID

Please inform your customerID.



If you have a CustomerID (assigned to you during your enrollment with Automatos Inc.) enter it now.

Otherwise accept the default to try out the performance analysis service for a limited period free of charge. Check www.automatos.com for details.

CustomerID:

000000000E63 - 2502

2500

2506

2504

2508

InstallShield

< Back

Next >

Cancel

Fig. 25

Performance Wizard

SMTP

SMTP server and sender information



If you have an SMTP server in your organization, enter its name or IP address.

Otherwise accept the default to use Automatos's SMTP server.

Note: Automatos's SMTP server uses port 25. If you are behind a firewall, make sure this port is not blocked.

SMTP server:

mail.automatos.com

— 2602

SMTP port:

25

— 2604

e-mail from:

2600

— 2606

InstallShield

< Back

Next >

Cancel

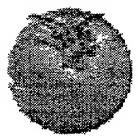
Fig. 26

Performance Wizard

X

Choose Destination Location

Select folder where Setup will install files.



Setup will install Performance Wizard in the following folder:

To install to this folder click Next. To install to a different folder click Browse and select another folder.

2700

2702

2704

Destination Folder:

C:\Program Files\Automatos\Performance Wizard

Browse

InstallShield

< Back

2706

Next >

Cancel

fig. 27

Performance Wizard

Setup Type

Select the Setup Type to install.



Click the type of Setup you prefer then click Next.

- Typical Program will be installed with the most common options. Recommended for most users.
- Compact Program will be installed with minimum required options.
- Custom You may choose the options you want to install. Recommended for advanced users.

InstallShield

2800

< Back

Next >

Cancel

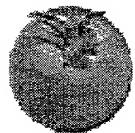
2804

fig. 28

Performance Wizard

Select Components

Choose the components Setup will install.



Select the components you want to install, and clear the components you do not want to install.

- Program Files
- Documentation
- Samples

} 2902

Description

Executable Files and DLLs

2900

Space Required on C: 2052 K

Space Available on C: 1180496 K

InstallShield

< Back

Next >

Cancel

Fig. 29

Performance Wizard

Service Enablement



Service enablement is required to inform the e-mail to whom analysis reports will be sent.

- Enable the service for this host now. 3002
- Do it later at www.automatos.com. 3004

3000

InstallShield

< Back

Next >

Cancel

Fig.30

Performance Wizard

Enablement information



Please, inform the e-mail address to whom analysis report should be sent.

Performance analysis reports can be encrypted. To enable encryption enter an encryption password and confirm it.

e-mail to:

Password:

Confirm password:

InstallShield

< Back

Next >

Cancel

Fig. 31

Performance Wizard

Enablement information



```
C> OPEN mail.automatos.com port 25
S> 220 automatos.com ESMTP Sendmail 8.9.3/8.8.7; Wed, 2 May 2001 19:03:29 +0400
C> HELO
S> 250 automatos.com Hello marialexandre.interaction.com.br [200.198.86.6], pleased to meet you
C> MAIL FROM: mca@pobox.com
S> 250 <mca@pobox.com>... Sender ok
C> RCPT TO: enrollment@automatos.com
S> 250 <enrollment@automatos.com>... Recipient ok
C> DATA
S> 354 Enter mail, end with "." on a line by itself
C> sending data
S> 250 TAA20857 Message accepted for delivery
C> QUIT
S> 221 automatos.com closing connection
```

3202

InstallShield

Done 3200

< Back

3204
Next >

Cancel

Fig. 32

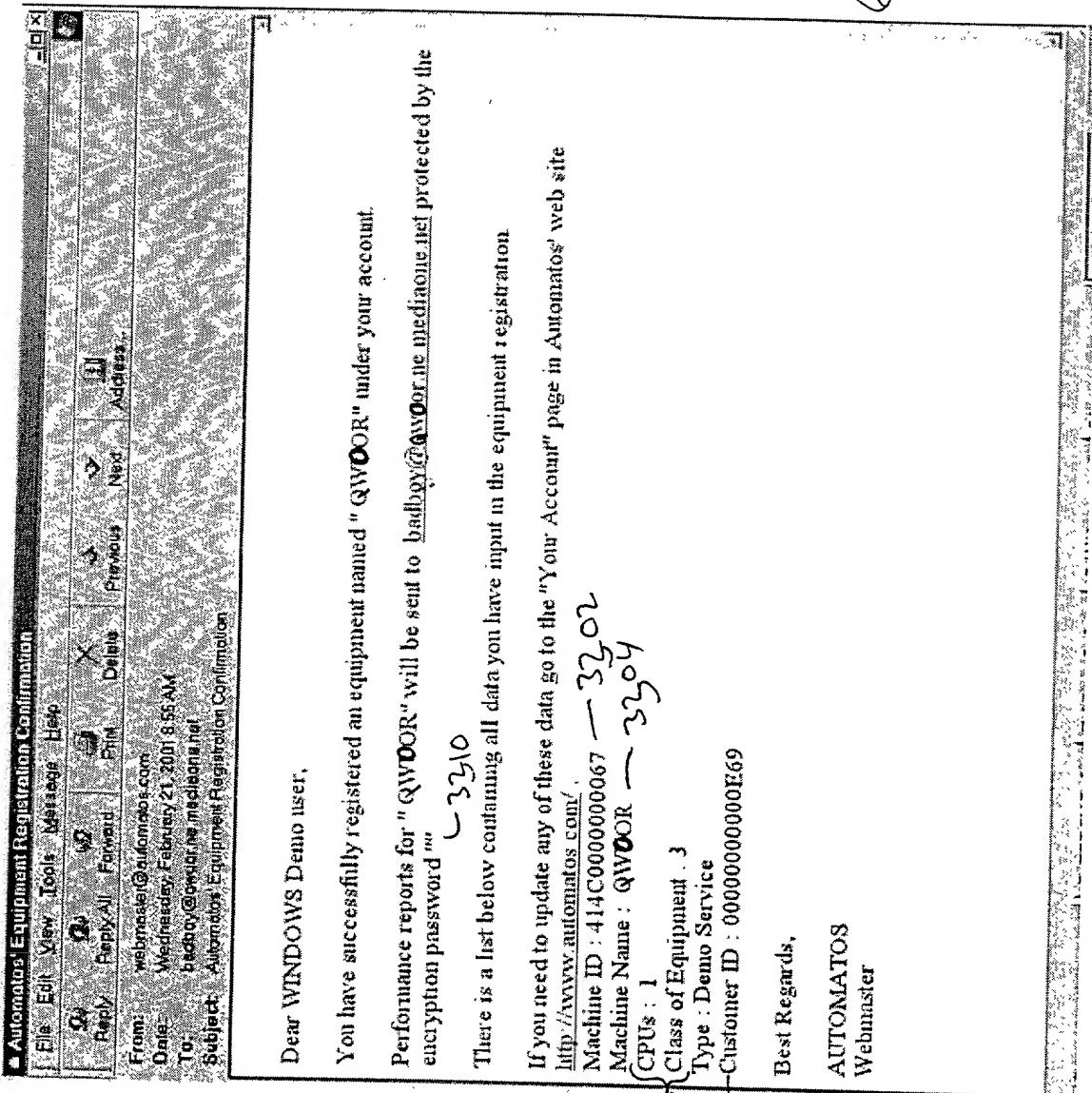


fig. 33

Performance Wizard

InstallShield Wizard Complete

Setup has finished installing Performance Wizard on your computer.

The Performance Wizard service will be started now.

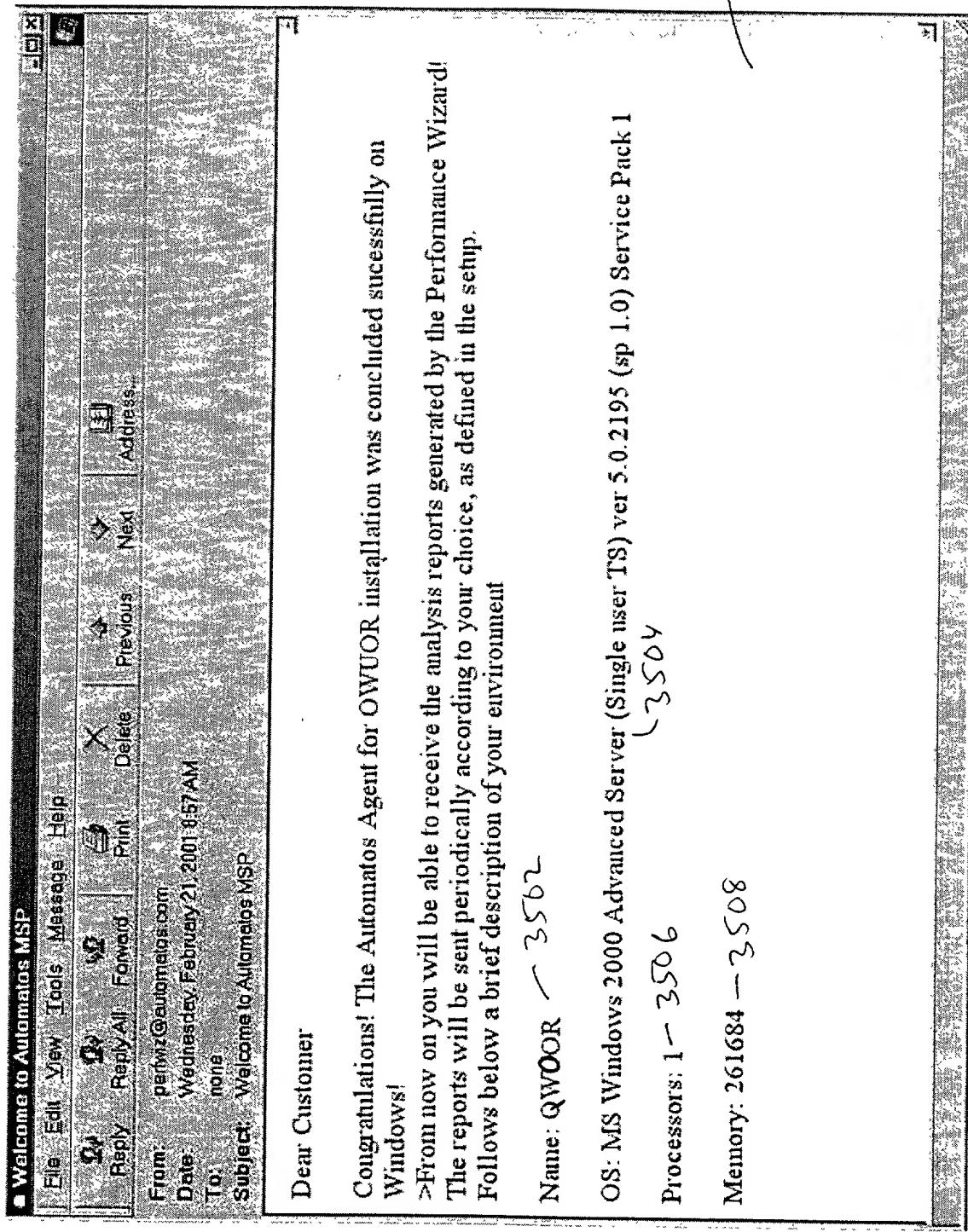
340²

< Back

Finish

Cancel

Fig. 34



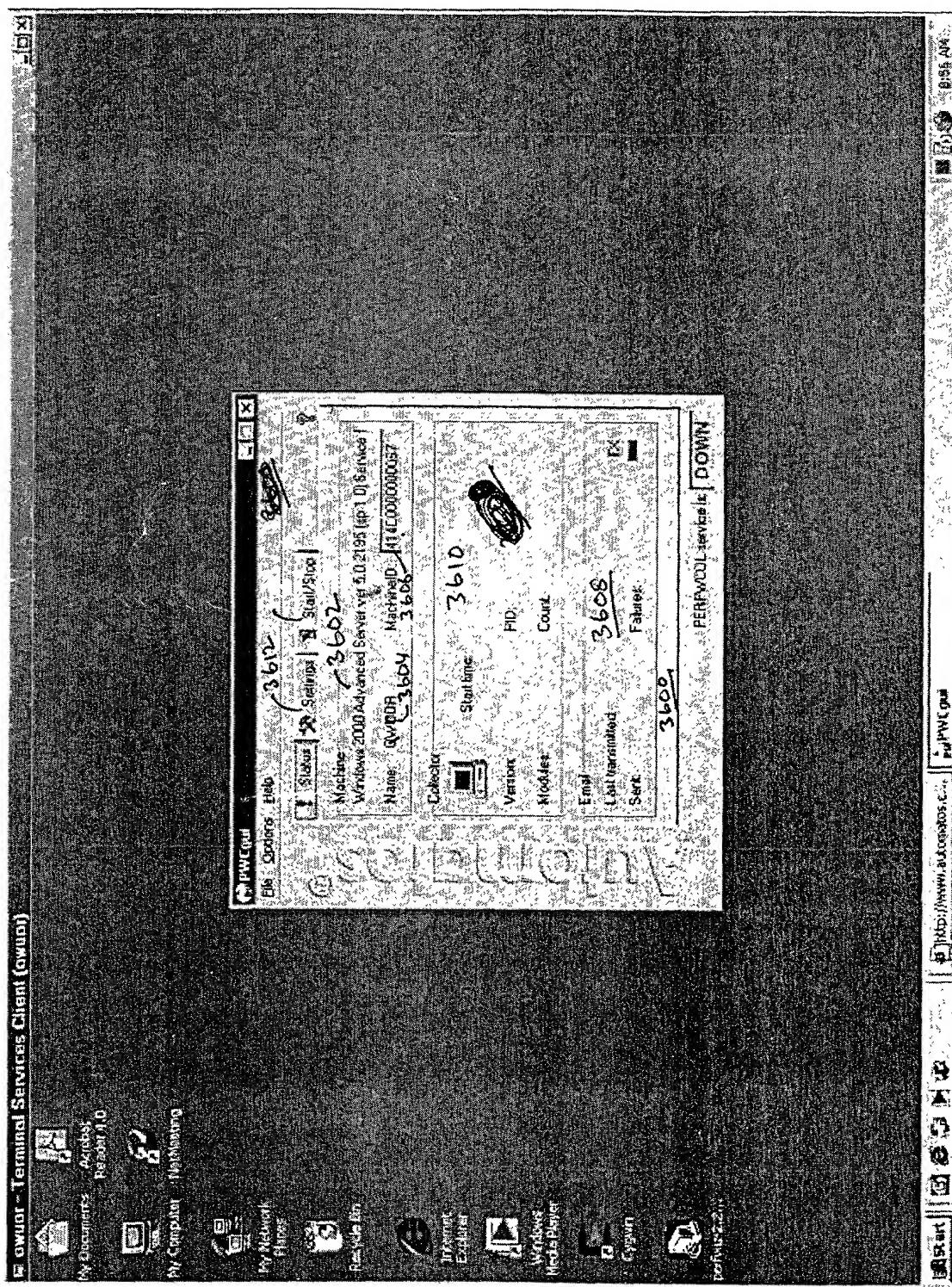


Fig. 36

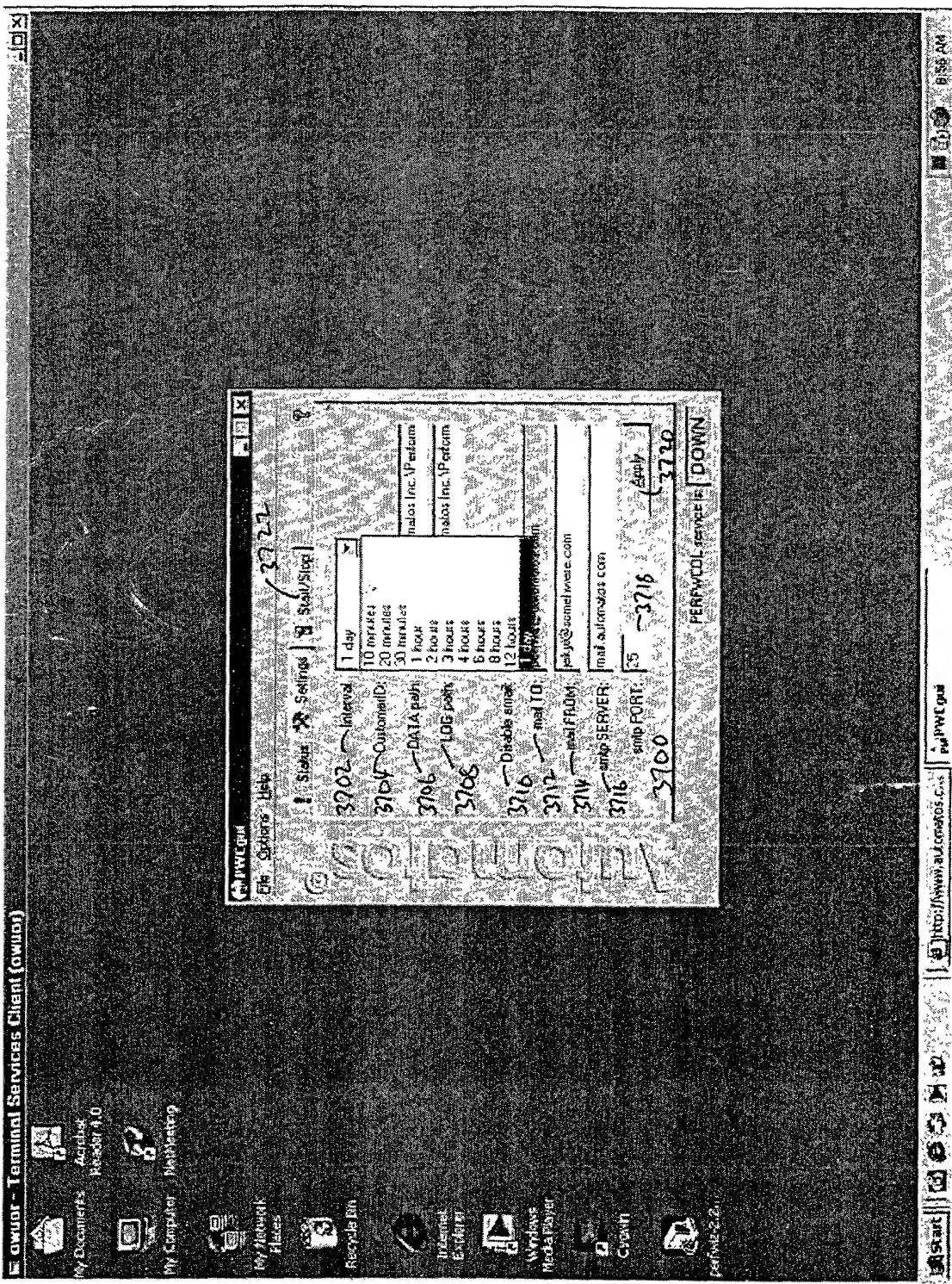


fig. 37

dwior - Terminal Services Client (Windows)



My Computer
Windows
Reader 1.0



My Network
Places



Recycle Bin



Taskbar
Explorer



Windows
Media Player



Control
Panel



Perfmon 2.2

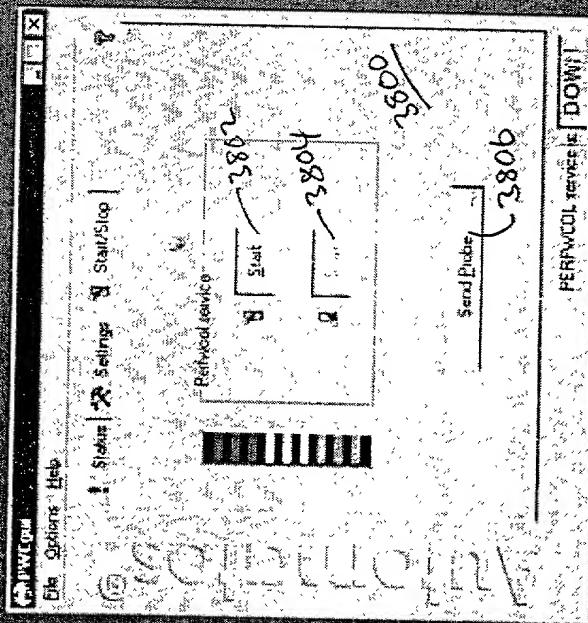


fig. 38